



## **Media Statement – Forest Heights Long Term Care Home**

On April 1, we received confirmation that one resident at Forest Heights Long Term Care Home in Kitchener, Ontario, has tested positive for COVID-19. The resident is in isolation.

To ensure the safety of our employees and residents, we have implemented full outbreak protocols. This includes: all individuals who may have come into contact with the resident is being closely monitored for symptoms and will be isolated if they exhibit symptoms; the residence is being disinfected and deep-cleaned using a Clorox 360 Disinfectant.

Overall, since the pandemic was declared, residents and employees of the home have been practicing strict pandemic protocols. We have undertaken enhanced cleaning of all our homes, including Forest Heights Long Term Care Home, and this will continue. This includes bringing in extra housekeeping staff to do more frequent cleaning, especially in high touch areas like doorknobs, handrails, common areas, staff rooms and seating areas.

Recreation programming has also been cancelled with a view to promote physical distancing. Recreation staff now do one-on-one activities with residents to keep them socially engaged.

We have also introduced a program where we will reach out to all families of residents as often as possible, with the goal of connecting with each family every few days to provide updates on their loved ones during this time of physical isolation.

Revera continues to do everything we can to keep our residents and employees safe as we work to control and prevent the spread of COVID-19 at our long term care homes and retirement residences.